


Identifier: QP-2.2	Revision: 3	
Effective Date: 12/09/2005		
Document Catalog Number: ER2005-0408		
Author: Diana War		

Environmental Stewardship–
Environmental Characterization and Remediation

Quality Procedure

for **Personnel Training Management**

☒ NES Approved

Responsible Division Leader: Doug Staver	Signature & Date  2/14/06
Responsible Line Manager: Alison Dorries	Signature & Date  2/14/06

Revision Log

Revision No.	Effective Date	Prepared By	Description of Revisions	Affected Pages
0	07/30/1998	Andrew Gallegos	New procedure	All
1	08/01/2000	Andrew Gallegos	Improved procedure	All
2	05/05/2004	E. Jeanne Hamilton	Improved process and incorporated all ICNs.	All
3	12/09/2005	Diana War	Incorporated ICNs to Rev. 2 and addressed readiness-review and NES requirements.	All

QP-2.2, R3, Personnel Training Management

Table of Contents

1.0	PURPOSE	4
2.0	SCOPE	4
3.0	TRAINING	4
4.0	DEFINITIONS	5
5.0	RESPONSIBLE PERSONNEL	6
6.0	PROCEDURE	7
6.1	Determine Personnel Training Requirements	7
6.2	Document Training	7
6.3	Verify Readiness Review Training Documentation	8
6.4	Process Completed Forms	9
7.0	LESSONS LEARNED	9
8.0	RECORDS	10
9.0	REFERENCES	10
10.0	ATTACHMENTS	12
	Attachment A: Training Documentation Form	13
	Attachment B: Personnel Training Assignment and Verification Form	14

List of Acronyms and Abbreviations

DOE	Department of Energy (U.S.)
ECR	Environmental Characterization and Remediation (an ENV group)
EDS	Employee Development System
ENV	Environmental Stewardship (a Los Alamos National Laboratory division)
ERS	Environmental Remediation and Surveillance (an ENV program)
IP	institutional policy
LANL	Los Alamos National Laboratory
LIR	Laboratory Implementation Requirement
NES	nuclear environmental site(s)
OUO	official use only
QII	Quality Improvement and Integration (an ENV-ECR team)
QMP	Quality Management Plan
QP	quality procedure
RPF	Records Processing Facility
SOP	standard operating procedure
TSQP	Training Staff Qualification Program
UC	University of California

QP-2.2, R3, Personnel Training Management

1.0 PURPOSE

This quality procedure (QP) states the responsibilities and describes the process for managing personnel training within the Los Alamos National Laboratory (LANL or the Laboratory) Environmental Stewardship (ENV) Division–Environmental Characterization and Remediation (ECR) Group. This procedure integrates the criteria of the Environmental Stewardship Division–Environmental Remediation and Surveillance (ERS) Program's Quality Management Plan, hereafter referred to as the “Quality Management Plan” (QMP).

2.0 SCOPE

- 2.1 All **ENV-ECR personnel** shall implement this mandatory QP when managing or completing training processes and documentation for ENV-ECR.
- 2.2 In addition to the ERS QMP, this procedure integrates applicable requirements from U.S. Department of Energy (DOE) Order 5480.20A (Personnel Selection, Qualification, and Training for DOE Nuclear Facilities); Institutional Policy (IP) 300-SD3.2 (Los Alamos National Laboratory Quality Assurance Program Plan); and Laboratory Implementation Requirement (LIR) 300-00-04.3 (Laboratory Training: Essential Requirements).

Note: The term “ENV-ECR personnel” (hereafter, personnel) includes UC personnel and subcontractors working for ENV-ECR unless specifically called out.

3.0 TRAINING

- 3.1 **Personnel** shall train to (e.g., by reading and/or completing on-the-job or classroom training) and use the current version of this procedure.
- 3.2 **Personnel** using this QP shall document training to this procedure in accordance with section 6.2 of this QP.
- 3.3 The responsible **UC line manager or designee** shall ensure the proper implementation of this procedure by identifying all Laboratory, group, site, building, and task-specific training requirements and by identifying personnel requiring specified training.
- 3.4 The responsible **UC line manager or designee** shall ensure that the appropriate personnel complete all applicable training assignments before initiating work.

- 3.5 **Personnel** may request any needed assistance with the implementation of this procedure from the ENV-ECR Quality Integration and Improvement (QII) team and/or the ENV-ECR training staff.

4.0 DEFINITIONS

Note: The following definitions are specific to this procedure.

- 4.1 *Administrative authority*—The entity that allows administrative-level access to Enterprise Information Applications.
- 4.2 *Change of scope*—A process of assigning personnel to a new task and/or work on a different project for ENV-ECR. The process may include, but is not limited to, a change in position description and training requirements.
- 4.3 *Classroom training*—Training conducted in a classroom setting by a qualified and/or certified individual.
- 4.4 *CRYPTOCARD*—A credit-card-sized computer that generates one-time passwords or pass codes.
- 4.5 *Employee Development System (EDS)*—The Laboratory's official training records database that maintains and archives vital records.
- 4.6 *Enterprise Information Applications*—Business applications used at the Laboratory.
- 4.7 *Group leader*—First line manager of UC, staff-augmentation, and contractor personnel.
- 4.8 *Official use only (OUO) record*—A record to which access is controlled as a result of statutory, legal, or security requirements. Examples include, but are not limited to, unclassified controlled nuclear information and any item, collection, or grouping of information about an individual, including, but not limited to, education, training, financial transactions, medical history, and criminal or employment history, and that contains the individual's name or the identifying number, symbol, or other identifying particular assigned to the individual, such as an interview or photograph.
- 4.9 *On-the-job training*—Activity-level training that is a systematically designed instructional experience during which hands-on training is conducted and evaluated in the trainee's work environment.
- 4.10 *Personnel*—Any University of California (UC) employee, staff-augmentation employee, deployed worker, or subcontractor who participates in activities conducted as part of, or on behalf of, ENV-ECR.
- 4.11 *Project leader*—Any UC employee, staff-augmentation employee, or deployed worker who is directly responsible for the management of one or more projects for ENV-ECR.

- 4.12 *Quality Management Plan*—The document that describes the implementing criteria for the ERS quality program.
- 4.13 *Quality procedure*—Within ENV-ECR, a document that describes the process for performing an activity governed by the ENV-ERS QMP.
- 4.14 *Quality Program*—The overall program and management system established to assign responsibilities and authorities, define policies and requirements, and provide for the performance and assessment of work in accordance with the ENV-ERS QMP.
- 4.15 *Quality specialist*—An individual who provides quality-management-system support to ENV-ERS/ECR as a member of the QII team.
- 4.16 *Subcontractor personnel*—Personnel employed by an external company that performs work for ENV-ECR under a contract or task order.
- 4.17 *Team leader*—Any UC or subcontractor employee who manages one or more ENV-ECR functions and/or who directly supervises project leaders.
- 4.18 *Training plan*—A course or group of courses (identified through the training questionnaire or other analyses) required for workers to perform a specific job function (e.g., forklift operator) according to (1) federal or state regulations, (2) Laboratory requirements, or (3) facility/building-, division-, or group-specific requirements.
- 4.19 *Training staff*—The collective community of Laboratory workers who function in an official Laboratory training capacity.
- 4.20 *Training Staff Qualification Program (TSQP)*—A Training Integration Office-sponsored, in-house required training and qualification program for training staff. TSQP staff members develop training or qualification programs, instruct, or provide training records management for qualification and certification programs.
- 4.21 *UC line manager*—Primary supervisor for work conducted under the ENV-ERS Program (for the purposes of this QP, this would be the ENV-ECR group leader). Designees would be selected from among team or project leaders.

5.0 RESPONSIBLE PERSONNEL

The following personnel are responsible for activities identified in this procedure:

- Personnel
- Quality specialist
- Training staff
- UC line manager or designee (e.g., group, project, or team leader)

6.0 PROCEDURE

6.1 Determine Personnel Training Requirements

6.1.1 The **UC line manager or designee** shall be responsible for developing training plans by position (the plans may be documented in the form of a matrix) and for assigning training plans to all new and “change-of-scope” personnel performing work for ENV-ECR. The **UC line manager or designee** shall develop such training plans in coordination with the ENV-ECR training staff and quality specialists (or any needed subject matter experts, including subcontractors) and in accordance with the following requirements:

- All task-specific requirements listed in applicable work control documents (e.g., integrated work documents, site-specific health and safety plans, statements of work, or facility-tenant agreements);
- all relevant group requirements identified in ENV-ECR’s QP/standard operating procedure (SOP) training matrices (available online at <http://erinternal.lanl.gov/resources/training.shtml> or from the ENV-ECR training staff);
- all of the Laboratory’s general requirements (available online at <http://int.lanl.gov/training/required.shtml>); and
- all site-specific training requirements
 - **Personnel** assigned to an office at Pueblo Complex shall complete all training specific to the Pueblo Complex before performing work for ENV-ECR.
 - **Personnel** assigned to other locations shall complete all training specific to that location before initiating work.

6.1.2 New **personnel** shall receive a live QMP orientation. Contact the ENV-ECR training staff to schedule the orientation.

6.2 Document Training

6.2.1 The **UC line manager (or designee) and personnel** shall sign all training plans (matrices).

6.2.2 **Personnel** shall document all completed training by using Attachment A and/or Attachment B (or by using their CRYPTO Card and the online EDS link at the end of each procedure) to obtain direct credit in EDS. (To document training to a revised QP, personnel shall use Attachment A’s sections I and II only,

Attachment B or use the online EDS link at the end of the revised QP.)

6.2.3 For training documentation verification purposes (see section 6.3 of this procedure), Attachment B shall be used as the template for documenting the developed training plans and required training.

6.2.4 The **UC line manager (or designee) and personnel** shall sign Attachments A and/or B (as needed).

6.2.5 **Personnel** shall complete and document all required training before performing work for ENV-ECR.

Note: The **UC line manager or designee** shall complete all applicable requirements outlined in sections 6.1 through 6.2 before proceeding to section 6.3.

6.3 Verify Readiness Review Training Documentation

Note: Personnel who are not preparing for readiness review may proceed to section 6.4, Process Completed Forms.

6.3.1 For personnel performing work at nuclear environmental sites (NES), the **UC line manager or designee** must notify the ENV-ECR training staff of personnel who will be working at a particular site at least two weeks before the ENV-ECR readiness review and must request in writing that the training staff verify the required training documentation status of such personnel (see QP-5.18, Readiness Planning and Review for Nuclear Environmental Sites).

6.3.2 For personnel performing work at non-NES, the **UC line manager or designee** must request that a spot check of the training records be performed for training documentation verification at least one week before the ENV-ECR readiness review (see QP-5.3, Readiness Planning and Review).

Note: The time requirements are necessary for ENV-ECR training staff to verify the training documentation before the readiness review.

6.3.3 For personnel performing work at both NES and non-NES, the **UC line manager or designee** will ensure that Attachment B is complete and that a training-verification package is available for review by the ENV-ECR training staff. At a minimum, the training-verification package will include

- training plan matrices (Attachment B) and

- applicable supporting training documentation for listed personnel (e.g., EDS transcripts, certificates of training completion, Attachment A, or other official documents).
- 6.3.4 The **ENV-ECR training staff** will notify the UC line manager or designee in writing that personnel's training has been completed and documented or will identify deficiencies.
- 6.3.5 The **ENV-ECR training staff** will return all incomplete training-verification packages to the UC line manager or designee for completion and resubmittal.
- 6.3.6 The **UC line manager or designee** is responsible for ensuring that only fully trained personnel are allowed to perform work for ENV-ECR.
- 6.3.7 If new personnel are scheduled to begin work after the initial verification of training (after the readiness review), the **UC line manager or designee** must ensure that the training of the new personnel, including change-of-scope personnel, is verified through the process outlined in section 6.3 before the new personnel may start work.
- 6.4 Process Completed Forms
- 6.4.1 For UC personnel, **UC line managers or designees** shall forward the originals of personnel training plans, Attachment A and B forms, and any other relevant training documentation to the ENV-ECR training staff. Subcontractors see section 6.4.2.
- 6.4.2 **Subcontractor** training documentation is processed in accordance with sections 8.3 and 8.4 of this procedure.

7.0 LESSONS LEARNED

- 7.1 Before performing work described in this QP, **personnel** should go to the DOE Lessons Learned Information Services web page (located at <http://www.tis.eh.doe.gov/II/II.html>), and/or to the Laboratory's Lessons Learned System (http://www.lanl.gov/projects/lessons_learned/), and search for applicable lessons.
- 7.2 During work performance and/or after the completion of work activities, **personnel**, as appropriate, shall identify, document, and submit lessons learned in accordance with the Laboratory's Lessons Learned System (http://www.lanl.gov/projects/lessons_learned/).

8.0 RECORDS

- 8.1 The **ENV-ECR training staff** shall enter applicable training data into a database and file hard-copy forms in the personnel training records.
- 8.2 The **ENV-ECR training staff** shall submit the following UC personnel records in envelopes marked "Training Records—Official Use Only (OUO)" to the Records Processing Facility (RPF) at least quarterly, in accordance with QP-4.4, Record Transmittal to the Records Processing Facility:
- Signed and completed training plans
 - Signed and completed training documentation forms (Attachment A)
 - Signed and completed personnel assignment and verification forms (Attachment B)
 - Any other relevant training documentation
- 8.3 **Subcontractors** shall maintain their own training records (see note below) and shall make such training records available to ENV-ECR upon request.
- 8.4 **Subcontractors** shall submit the following subcontractor personnel training records in envelopes marked "Training Records—Official Use Only (OUO)" to the RPF each quarter, in accordance with QP-4.4, Record Transmittal to the Records Processing Facility:
- Signed and completed training plans
 - Signed and completed training documentation forms (Attachment A)
 - Signed and completed personnel assignment and verification forms (Attachment B)
 - Any other relevant training documentation

Note: According to ENV-ECR's facility-tenant agreement with ENV's Division Office, all NES original training verification packages will be forwarded to the ENV-ECR training staff to add to the official NES training record.

9.0 REFERENCES

To properly implement this QP, **personnel** should become familiar with the contents of the following documents, located at <http://erinternal.lanl.gov/procedures.shtml>:

- Quality Management Plan
- QP-2.3, Personnel Entry and Exit Process
- QP-4.3, Records Management

- QP-4.4, Record Transmittal to the Records Processing Facility
- QP-5.3, Readiness Planning and Review
- QP-5.18, Readiness Planning and Review for Nuclear Environmental Sites

10.0 ATTACHMENTS

All forms associated with this procedure are available at
<http://erinternal.lanl.gov/Quality/user/forms.asp>.

Attachment A: Training Documentation Form (1 page; fillable online)

Attachment B: Personnel Training Assignment and Verification Form
(2 pages; fillable online)

Using a token card, [click here to record "self-study" training to this procedure](#). If you do not possess a token card or encounter problems, contact the ENV-ECR training staff.

[illegible]

Attachment B: Personnel Training Assignment and Verification Form

Section I: Personnel Information		
New Employee? <input type="checkbox"/> Yes <input type="checkbox"/> No	Start Date:	
New Assignment? <input type="checkbox"/> Yes <input type="checkbox"/> No	Start Date:	
Readiness Review? <input type="checkbox"/> Yes <input type="checkbox"/> No	Verification requested on (Date):	

Position Title:	Z#:
Print Name and Sign:	Date:
<i>By signing this document, I acknowledge that I have read and understand the content of the read and sign training courses listed below.</i>	
Project Lead:	Site:
Employer:	Contact:
Name of Project:	
Description:	

Section II: Required Training						
Training/Procedure ID and EDS Course Number	Type of Training, R = Read F = Field C = Class	Training/Procedure Name – when effective dates are not listed, training must be to most current version	Training completion date	Training Frequency	Date Scheduled	Documentation attached
Training Frequency Key: * = one time only, 1 = annual, 2 = biannual, O = other (please make notes)						

Section III: Additional or Revised Required Training (Original documentation must be sent to the training point of contact(A11))								
Training/Procedure ID and EDS Course Number	Type of Training, R = Read F = Field C = Class	Training/Procedure Name (when effective dates are not listed, training must be to most current version)	Training Frequency	Date trained to Rev. or ICN or Additional Required Training	Documentation Attached	Personnel Initial/Date	UC Line Manager or Designee Initial/Date	Date Sent to Training Point of Contact

Section IV: Quality Orientation: (Quality specialist completes this training for all new personnel)

The above individual received the mandatory orientation to the Quality Management Plan.

Signature: (Print name and sign)	Date:
---	-------

Section V: Signatures

By signing below, the responsible UC line manager or designee shall ensure that all *new or change-of-scope* personnel receive a new training plan that includes all required site/building-, group-, project-, and Laboratory-specific training associated with the assigned work scope and that personnel complete all required training before initiating work. The employee shall acknowledge receipt of the training plan and the responsibility to complete all assigned training. If the required training is not noted on page 1 of this form, attach completed training plan and supporting documentation (e.g., training documentation form or printout of Employee Development System transcript) to this form.

Employee Signature:	Date:
UC Line Manager or Designee Signature:	Date:
The ENV-ECR training staff or subcontractor training point-of-contact has reviewed the materials and has ensured that all documentation of required training is complete. Return original ENV-ECR Personnel Training Assignment and Verification Form to _____. File training plan, supporting documentation, and the ENV-ECR Personnel Training Assignment and Verification Form in the employee's training file. A signed copy of this form shall be located at the work site for quality purposes.	
ENV-ECR Training Staff or Subcontractor Training Point-of-Contact:	Date:
Signature:	Date:

Section VI: Record Location

Note: For nuclear environmental sites and UC personnel, all training documentation is housed with ENV-ECR training staff at Pueblo Complex

Note: For nonnuclear environmental sites, training documentation for subcontractor personnel is housed with:

Address:	
Contact:	
Phone:	Date:

Additional Comments: